

**ADRC ADVISORY COMMITTEE MEETING  
WEDNESDAY, October 09, 2019 – 1:00 P.M.**



**ROCK COUNTY JOB CENTER  
1900 CENTER AVENUE  
ROOM D/E  
JANESVILLE, WI 53546**

**AGENDA**

1. Call to Order and Welcome Chairperson Terry Thomas
2. Approval of Agenda
3. Approval of Minutes from the July 10, 2019 meeting.
4. Citizen Participation
5. Old Business
  - A. ADRC/COA Integration
6. New Business
  - A. 2019 Change Project
  - B. Dementia Care Specialist Events - Cori Marsh
  - C. Veterans Conference/Resource Fair
7. Statistical Information \*
8. Complaints and Appeals
9. Success Stories \*
10. Committee Member Comments
11. Next Meeting Date:  
January 8, 2020; April 8, 2020; July 8, 2020; and October 14, 2020.
12. Adjourn

\* Denotes Attachment

Committee Members unable to attend, please contact Jennifer Thompson  
(Rock County ADRC/APS Division Manager) at 741-3684.

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**ROCK COUNTY AGING AND DISABILITY RESOURCE CENTER (ADRC) ADVISORY  
COMMITTEE  
July 10, 2019**

**Call to Order and Introductions:** Chairperson Thomas called the meeting of the Rock County Aging and Disability Resource Center (ADRC) Advisory Committee to order at 1:00 p.m. on Wednesday, July 10, 2019 at the Rock County Job Center.

**Committee Members Present:** Terry Thomas, Rob Wilkinson, Paula Garecht, Carrie Glover, Harold Luther, and Tom Moe.

**Committee Members Absent:** Gregg Schneider and Tom McCool.

**Staff Members Present:** Jennifer Thompson, Director of ADRC, Terri Carlson, Rock County Risk Manager, and Sage Duval, A.A. of the ADRC.

**Others Present:** Norvain Pleasant, Rock County Council on Aging Board Member.

**Approval of Agenda:** Mr. Wilkinson moved to approve the agenda, seconded by Ms. Glover. APPROVED.

**Citizen Participation:** There was no citizen participation on July 10, 2019.

**Old Business:**

A. ADRC/COA Integration:

- Jennifer Thompson stated the next ADRC/COA integration meeting would be held the following Monday, July 15, 2019 at 1:00 p.m. Ms. Thompson said the facilitator will be sharing the information he has gathered from the counties in Wisconsin that have been integrated and the counties that have not and what he has learned from the staff members and the study group. Ms. Thompson shared that those meetings are open to the public, so anyone can attend.
- Terry Thomas mentioned that the board should be prepared for the possibility of a December meeting in case integration would need to be voted on then.

B. New ADRC Staff:

- Ms. Thompson shared the addition of Melissa Kooiman to the ADRC as a replacement for Steve Hare. Ms. Thompson shared the beneficial knowledge Ms. Kooiman brings with her in her transfer from My Choice Family Care.
- Ms. Thompson shared the ADRC's addition of Nicole Zimmerman as a replacement for Terri Pass the former Disability Benefit Specialist (DBS.) Ms. Zimmerman comes to the ADRC from Child Protective Services (CPS.) Ms. Thompson stated a great deal of Ms. Zimmerman's role in CPS will translate well into her new role as a DBS. Ms. Thompson stated both Ms. Kooiman and Ms. Zimmerman will be starting on Monday July 15, 2019.
- Tom Moe asked Ms. Thompson if the ADRC had any more openings. Ms. Thompson stated all employment positions have been filled, but there is still an opening for a member of the ADRC Advisory Committee. Ms. Thompson described her effort to help fill the empty position on the ADRC Advisory Committee can be difficult because all of the people who've shown interested are also involved with Family Care in some capacity.

C. Entitlement:

- Ms. Thompson shared the end of the waitlist for publicly funded long term care in Rock County. Ms. Thompson made mention of the fact that there is a little bit of a backlog, as there are still appointments for screens going in to August, but the waitlist is now a thing of the past. Ms. Thompson shared her elation with the fact that people will no longer need to wait years to get

long term care. Ms. Thompson explained there were 142 people on the waitlist before entitlement occurred who she sent letters to notifying them of the end of the waitlist and the beginning of entitlement allowing them to apply and be screened for services whenever they were ready.

- Ms. Thompson shared the staff celebrated entitlement by having a potluck style picnic. Ms. Thompson said she is proud of all the work staff has done, because there was a time when people would join the waitlist when they were between 12 and 15 years old since some people could spend years on the waiting list and would need that assistance once they reached adulthood.
- Ms. Thompson reiterated her idea of asking people who had been on the waitlist for services, but declined services after entitlement was reached about the possibility of one of them serving on the ADRC Advisory Committee. Ms. Thompson also mentioned if anyone on the committee knows someone who has the time, inclination, and is part of the proper demographic to serve on the board, to please share the information.

### **New Business:**

#### A. ADRC Reallocation:

- Ms. Thompson stated in the past when ADRCs were started the state of Wisconsin produced a method to determine how much funding each county should get. The counties that began operating ADRCs ten years ago or more ended up with a surplus of funds. The counties that began operating much later did not receive as much funding, and are often not receiving enough funding to support their operations. A group designated by the State of Wisconsin was tasked with looking into the allocation method. The group started by figuring out what the funding floor was (the bare minimum of what funding would need to be for even the least populated counties.) The group proposed two options. One option would be to implement a new allocation methodology with an increase of nine million dollars to the state budget. Ms. Thompson clarified that that could still mean some counties could lose money because those counties have been overfunded for some time, but the rest of the counties that might be underfunded at this time would receive more money. By using that methodology it should make all the ADRCs of Wisconsin equal in funding per capita. The other option is to implement the new allocation now, without the additional nine million dollars of funding. Ms. Thompson clarified that some counties would receive more funding, and some counties would receive less funding based on the individual county need and whether the county has been overfunded. Ms. Thompson stated some counties could “lose out,” because those counties need more funding, but the nine million dollars isn’t in the budget yet. Ms. Thompson stated Wisconsin Counties Human Services Association (WCHSA) is proposing to move forward with reallocation with or without the additional nine million dollars. Ms. Thompson shared that, obviously, WCHSA is hoping for the additional funding, but is prepared to move forward in reallocation either way. Ms. Thompson speculated that Rock County would probably end up with more funding than it currently has. Paula Garecht verified that the money discussed for the ADRC has nothing to do with funding for the COA. Ms. Thompson confirmed that’s true, it would not affect anything other than the ADRC budget. Mr. Wilkinson asked if each worker has a certain number of clients assigned. Ms. Thompson responded that each I&A worker takes turns helping new clients either in person or on the phone. Mr. Wilkinson asked if Rock County would lose money even if the state added the nine million dollars to the budget. Ms. Thompson responded that if the nine million dollars were added to the budget there was only one county that would lose funding.

#### B. New Building:

- Ms. Thompson stated that the new building is being referred to as “Project 1717.” Venture is the name of the architect company that is working with Rock County. Venture has been meeting with Rock County to assess the needs of the Human Services Department (HSD) that will be housed at 1717 Center Avenue. Venture is creating a report to be presented to the county after talking to all the different divisions of HSD. Ms. Thompson shared her experiences viewing the new buildings in Waukesha County and Walworth County. Mr. Moe asked Ms. Thompson if

there is an anticipated transition date. Ms. Thompson replied that the anticipated transition date is in December of 2020.

**Statistical Information:**

A. Call Numbers:

- Ms. Thompson shared a bar graph of incoming call numbers to the ADRC. Ms. Thompson shared that call volume has increased in April, May, and June of 2019. Ms. Thompson stated that even though the ADRC hasn't done a lot of marketing recently due to entitlement, call volume and walk in volume has still increased.

**Complaints and Appeals:**

- Ms. Thompson said there was one complaint this quarter. A client was not found functionally eligible for Nursing Home Level of Care, and the client did not agree with that determination. Ms. Thompson shared her experience following up with the client and the I&A specialist who was assigned to the client's case. Ms. Thompson stated that particular client dis-enrolled before starting services because the client was under the misconception that he wouldn't be eligible for homecare, transportation, or meal preparation, which was not the case. Ms. Thompson took an escalated phone call from the client who told her he'd be following up with the State of Wisconsin to make a formal complaint. Ms. Thompson hasn't heard from the State of Wisconsin or the client since, so she's unsure if he followed through with his complaint to the state.

**Success Stories:**

- Ms. Thompson shared the success of eliminating the waitlist for client services, Cori Marsh's Caregiver Support Group, and a general thankfulness for Cori Marsh's position and dedication to her role as a Dementia Care Specialist.

**Committee Member Comments:**

- Mr. Thomas shared that there will be a Board Meeting for Human Services at 4:30 p.m. followed by a public hearing at 6:00 p.m. on July 10, 2019. The meeting and hearing are both open to the public.

**Next Meeting:**

- October 09, 2019 at 1:00 p.m. and the 2020 Meeting Schedule will also be on the Agenda.

**Adjourn:** Meeting was adjourned at 1:37 p.m. on a motion by Mr. Moe, seconded by Mr. Luther. CARRIED.

Respectfully submitted,

Sage Duval, Administrative Assistant

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE

# SAMS Agency Call Report

9/30/2019

## - SAMS Agency Call Report

### Who made contact (Caller Type):

No. of Calls	Caller Type
1,411	(Self)
253	11-Legal Decision Maker
179	12-Caregiver
859	13-Relative/Friend/Neighbor/Comm Mbr
963	14-Agency/Service Provider
758	15-ADRC Contacted Consumer/Designee
929	16-ADRC Initiated Collateral Contact
223	99-Other
<b>5575</b>	<b>Total</b>

### Topic Categories discussed during call:

No. of Calls	Topic Category
191	Abuse and Neglect
41	Adaptive Equipment
2	Addictions
2	ADRC Complaint
47	ADRC Printed Material
103	Alzheimer's and Other Dementia
13	Ancillary Services
69	Assisted Living (AFH, CBRF, RCAC)
9	Budget Assistance
106	Caregiving
27	Community I&R
11	Complaints (other)
29	Education
4	Emergency Preparedness
35	Employment
4	End of Life
47	Food
81	Health
7	Health Promotion
316	Home Services
313	Housing
52	Income Maintenance
86	Insurance
110	Legal Services
14	MDS Section Q Referrals

# SAMS Agency Call Report

9/30/2019

## - SAMS Agency Call Report

4	Medical Home Care
37	Mental Health
4	Non MDS Section Q
102	Nursing Home
37	Other
4,110	Public Benefits LTC Programs
562	Public Benefits, Other
12	Recreation/Socialization
14	Referral for Financial-Related Needs
16	Referral for Private Pay Options
5	Taxes
103	Transportation
6	Unmet Need – Housing
2	Unmet Need – Other
1	Unmet Need – Prescription Drug Assistance
1	Unmet Need – Rent/Mortgage Assistance
3	Unmet Need – Transportation
4	Unmet Need – Utility Assistance
20	Veterans
2	Volunteer Opportunities
40	Youth In Transition
<b>5561</b>	<b>Total</b>

### ADRC Activity:

No. of Calls	ADRC Activity
1,486	Administrative (Select exclusively.)
365	Attempted Contact (Select exclusively.)
29	Community Partners (Select exclusively.)
11	Complaints/Advocacy
28	Customer Initiated Follow-up
363	Long-Term Care Functional Screen
36	Memory Screen
346	Provided Assistance with MA Application Process
8	Provided Brief or Short-Term Service Coordination
33	Provided Disenrollment Counseling
169	Provided Enrollment Counseling
439	Provided Follow-up
2,740	Provided Information & Assistance
142	Provided Options Counseling
13	Referral to ADRC

# SAMS Agency Call Report

9/30/2019

## - SAMS Agency Call Report

<b>5574</b>	<b>Total</b>
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### Consumer Age Group:

No. of Calls	Consumer Age Group
17	100 - 150
300	17 - 21
1,317	22 - 59
3,897	60 - 99
<b>5531</b>	<b>Total</b>

### Referred By:

No. of Calls	Referred By
15	ADRC Presentation
33	Called Before
1	Friend/Family
4	Home Health Agency
17	Internal Referral
5	Other Agency
1	Physician
<b>76</b>	<b>Total</b>

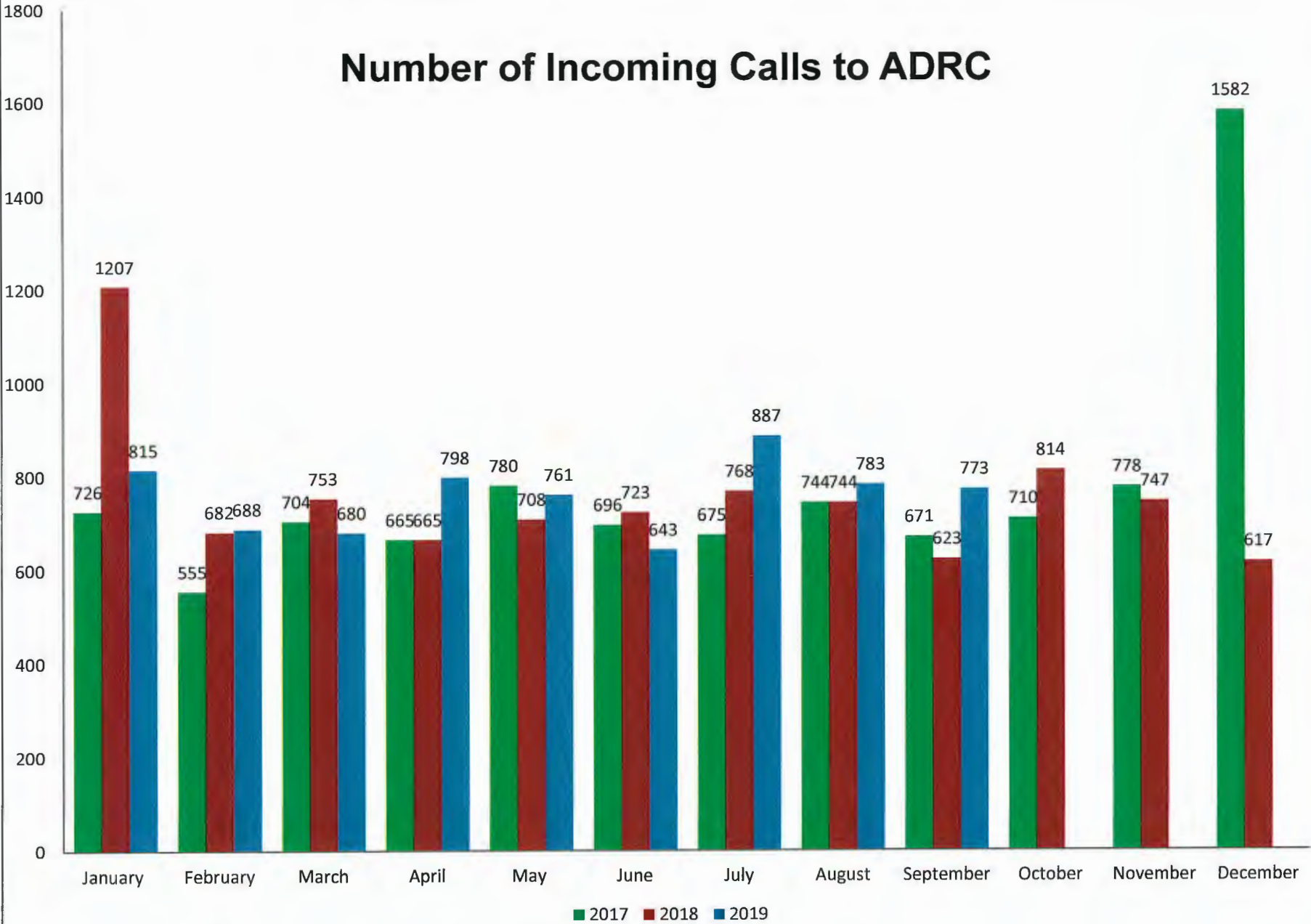
### Disability:

No. of Calls	Disability
590	00-Alzheimer's/Irreversible Dementia
585	01-Developmental/Intellectual Disability
3,498	02-Elderly: Age 60 or Older
493	03-Mental Health
1,583	04-Physical Disability
72	05-Substance Use
354	06-Unknown (Select exclusively.)
<b>5544</b>	<b>Total</b>

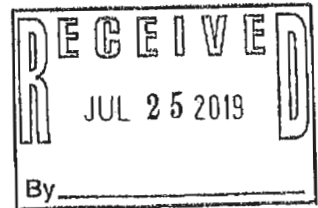
### Monthly Total

No. of Calls	Total Minutes	Month
1,933	193,981	July, 2019
1,976	126,608	August, 2019
1,666	49,017	September, 2019
<b>5575</b>	<b>369606</b>	<b>Total</b>

# Number of Incoming Calls to ADRC







July 22, 2019

Administrator  
Aging and Disability Resource Center  
1900 Center Avenue  
Janesville, WI 53546

I want to recognize the work of Emily Jones of your Resource Center.

I requested Emily's help on behalf of my brother [REDACTED]. Emily was very professional in her work yet acted with a personal caring manner. Due to [REDACTED] passing we were never able to get services to him. Over the four-month period of his travel through Edgerton Care Center and various hospitals, Emily never wavered in her attempt to help. She is greatly appreciated by the family.

Sincerely,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

cc. Emily Jones